VA's Outpatient clinical benefit provides medical assistance to ensure the highest quality care for our nation's Veterans. This benefit makes it easy for Veterans to schedule appointments and receive medical attention at VA medical facilities. This assistance ensures that Veterans are able to fully utilize their healthcare benefits.

This process model outlines a routine visit to a VA facility that does not require the patient to be admitted, a doctor's appointment.

1. Determine Urgency of Care
2. Schedule Appointment
3. Arrive for Appointment
4. Receive Urgent Care
5. Enter Veteran Record
6. Check Appointment Availability
7. Schedule Appointment
8. Verify Veteran Appointment
9. Check in Veteran
10. Retrieve Veteran Record
11. Perform Exam
12. Create Provider Note
13. Determine Treatment Plan
14. Order Additional Services
15. Complete Encounter Form
16. Is Urgent Care Required?
17. Are Additional Services Required?
18. No
19. Yes
20. No
21. Yes

Veteran Data
Appointment Record
Availability List
Consult Order
Encounter Form
Problem List
Patient Record
Veteran Data
Appointments
VistA Computerized Patient Record System (CPRS)
VistA
VA Medical Facility - Veterans Health Administration
Appointm
VA DG VHA Outpatient Clinical 0Business Process17 READ ONLY
System Architect
Monday7 August .U7 .q'T ''?.x AM
Comment
Veteran
VA